

SCMC-MMD-14.0
Revision: Baseline
Date 30 August 2001

Materiel Management Department
Supply Chain Management Center, Albany
Marine Corps Logistics Bases, Albany, GA 31704-0320

MMD STANDARD PROCEDURE

CODE 570

WARRANTY MANAGEMENT

SIGNATURE/APPROVAL

The signature and date below indicates approval of this procedure for implementation at the Materiel Management Department.

(Signature on File)

M.E. RUDOLPH

Director, Materiel Management Department, Albany

DATE

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DOCUMENT HISTORY LOG

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Baseline			

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MANAGEMENT RESPONSIBILITY

1. SCOPE

1.1 Scope. This Materiel Management Department (MMD) Standard Procedure (SP) is applicable to processes related to warranty management within the department.

1.2 Purpose. This SP establishes Warranty Management guidelines and procedures to be used within the department.

1.3 Applicability. This SP is applicable to MMD organizational elements.

2. APPLICABLE DOCUMENTS

MCO 4105.2 W/CH.1

MARCORLOGBASES ORDER 4400.62

TM 4420-15/1

PM/WSM MODEL A421113: Develop Warranty Procedures

A4211131: Develop PEI Warranty Procedures

A4211132: Develop SDR Warranty Procedures

A421114: Administer Warranties

A4211141: Administer PEI Warranties

A4211142: Administer SDR Warranties

3. DEFINITIONS

See SCMC-MMD.00 for definitions.

4. PROCEDURE

4.1 General. The responsibility for warranty management belongs to the MMD. Materiel Managers (MM) are vested with the responsibility within MMD.

4.2 Concept. The MM develops warranty programs for fielded systems, including Secondary Reparables (SECREPs). This effort involves the development of a contractual instrument regarding the nature, usefulness or condition of the supplies or performance of services furnished under a maintenance or production contract. This includes the development of procedures to be used in administering and executing the warranty.

4.3 Process. The object of this process is to ensure that the weapon systems/equipment (ws/e) acquired by the Marine Corps performs as required, conforms to the design and manufacturing requirements specified and is free of defects in material and workmanship.

4.4 Management Review. Management, with executive responsibility, shall review the overall Warranty Program at appropriate intervals sufficient to ensure the objectives of the Marine Corps Warranty Program are being met within the bounds of Command responsibility and in optimum support of higher directives.

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4.5 Responsibility

<u>Actionee</u>		<u>Action</u>
Senior Management	4.5.1	Communicate the Warranty Management Program policy and procedures to all employees through documentation, written and verbal communication and employee training.
	4.5.1.1	Monitors ongoing or proposed ws/e acquisition programs within their commodity areas. When such programs are approved and funded for acquisition, notify the cognizant MM who reviews the contract or contractual document before it is finalized. Ensure all SECREP procurement documents are reviewed by the MM.
Materiel Manager (MM)	4.5.2	Reviews contractual documents to ensure that warranty requirements have been adequately addressed.
	4.5.2.1	If the item being procured is covered by commercial warranty provisions, determine if the provisions of this warranty are adequate to contribute to the increased readiness of the item.
	4.5.2.2	If the commercial warranty provisions normally provided are not adequate, work with Marine Corps Systems Command (MARCORSSCOM) program office personnel to determine the cost effectiveness of any proposed additional warranty.
	4.5.2.3	If the proposed warranty proves to be cost effective, ensure that the warranty provisions are included in the procurement document, unless there is a determination that it is in the best interest of the Marine Corps or the national defense that a warranty not be acquired or the warranty is not cost effective. In either of these cases, a waiver of the warranty requirement must be obtained from the Assistant Secretary of the Navy (S&L). The Program Manager (PM) must initiate and submit the request for waiver.
	4.5.2.4	Upon a decision to attain the required warranty, coordinate with the PM office to tailor the warranty requirements to meet the unique circumstances of each acquisition. For SECREPs, tailor warranty requirements.
	4.5.2.5	Working with Contracts Specialists and others, as necessary, develop the appropriate/applicable contract data requirements lists and/or other contract requirements for inclusion in the contract or procurement document, as appropriate.
	4.5.2.6	Develop specific warranty procedures and other information for inclusion in the User's Logistics Support Summary (ULSS). The warranty procedures will describe the specific features of the warranty provisions of the equipment under warranty, provide instruction defining the process of securing warranty services and/or parts covered under the warranty and should illustrate the proper method of processing warranty claims for service and/or parts.

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- 4.5.2.7 If the item is a SECREP or an end item without a ULSS, publish a Supply Instruction that includes detailed procedures and all pertinent information for the management, administration and execution of the warranty.
- 4.5.2.8 Once published, coordinate with the PM to ensure that all warranty procedures and information is briefed at pre-fielding conferences by New Equipment Training Teams.
- 4.5.2.9 Implements and executes the Warranty Administration plan and serves as the Warranty Administrator in accordance with policy and the specific requirements of the tailored warranty requirements.
- 4.5.2.10 Establish a database for the collection and tracking of warranty claim and usage data for the purpose of warranty performance assessments and reporting.
- 4.5.2.11 Collect, track and incorporate Product Quality Deficiency Reports (PQDRs) submitted on ws/e covered by warranty into the warranty database.
- 4.5.2.12 Tracks and analyzes trends on information derived from vendor provided activity reports.
- 4.5.2.13 Coordinates with PM office to determine if corrective actions are indicated by the results of data analyses and identifies recommended corrective actions.
- 4.5.2.14 Provides feedback to the Administrative Contracting Officer/Procuring Contracting Officer (ACO/PCO) concerning the performance of the contractor in areas such as responsiveness and promptness in providing warranty actions, reports on warranty activity including claim activity and overall performance assessments. The MM will provide the same information to the PM office as well as additional information such as analyses of PQDRs on performance characteristics or design deficiencies, usage data, responsiveness of warranty actions, etc.

NOTE

This procedure does not intend to identify all types of information that should be gathered and reported, since each warranty and requirement will be tailored to the specific item. The intent of this information is to assist the ACO/PCO in identifying contractor performance and to assist the PM in making life cycle management decisions.

- 4.5.2.15 Has administrative oversight of all warranty claims and actions and is responsible for coordinating warranty actions between warranty coordinators in the field, the contractor and the ACO/PCO.

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- 4.5.2.16 Reviews, evaluates and resolves, where possible, warranty disputes between customers and the contractor. For those issues that cannot be resolved, action is passed to the appropriate ACO/PCO for resolution.
- 4.5.2.17 Provide necessary disposition instructions and procedural direction in accordance with policy and the applicable warranty administration plan.

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5. NOTES 4.5.2.3 “to be” is SYSCOM responsibility

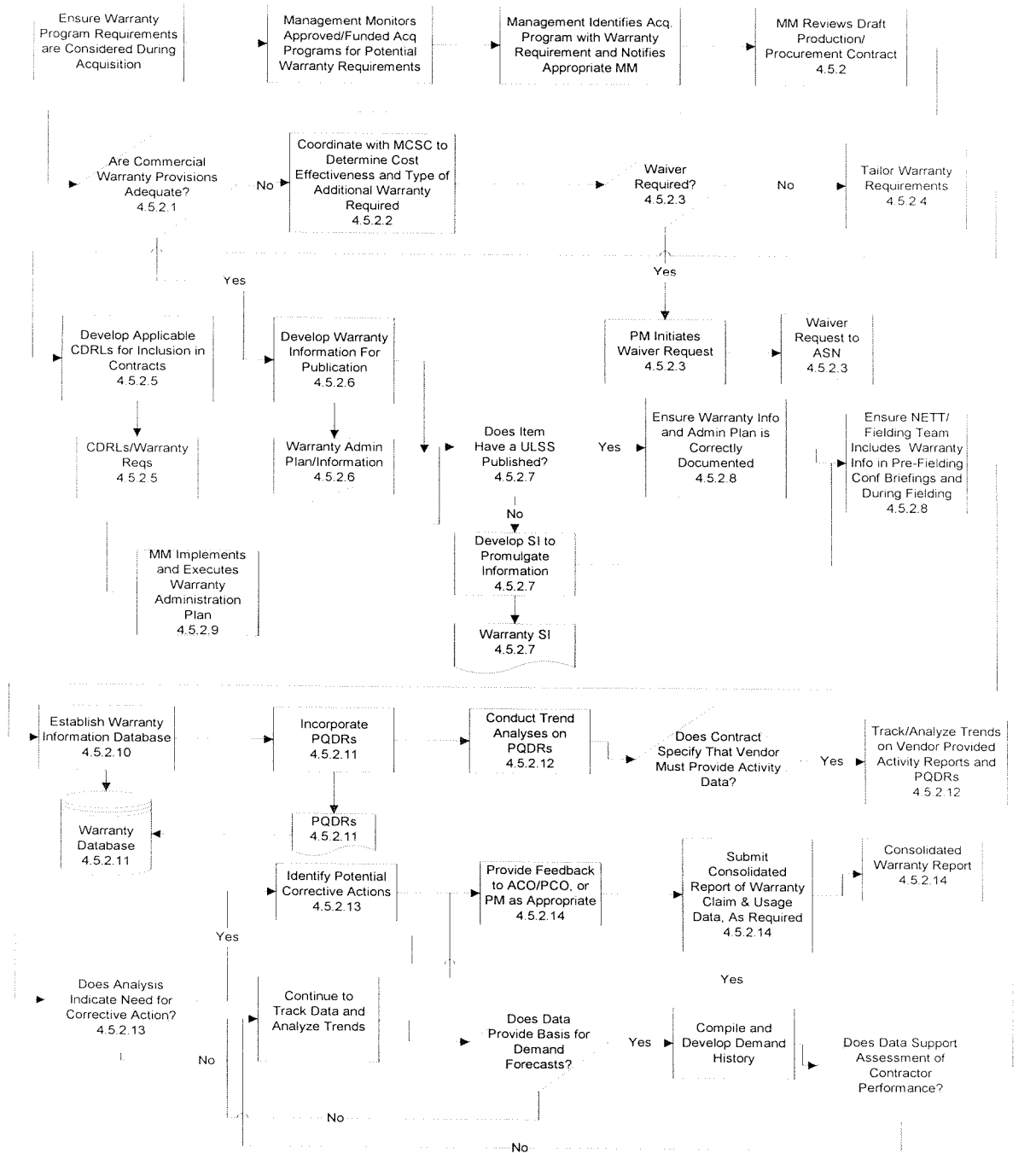
6. DATA, FORMS, AND REPORTS

7. QUALITY RECORDS

8. FLOW DIAGRAM

Appendix A  Warranty Management Flow Diagram

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